

Customer Support and Sales Team of one of the worlds largest Telecom and Media Conglomerate

The process was voice, chat and email based

The impact seen by the usage of the worxogo's product was in the following areas

- 50% reduction in average handle time
- 15% improvement in sales when product pitches were done
- 35% improvement in the resolutions made in the first call itself
- There was an increase in the overall performance for 25% of the agents